

As a Deaf professional working in the legal system, it is vital to have seamless, barrier-free communications with minimal or no lag time, and easy navigation of interactive voice menu systems without need for multiple callbacks. Please do whatever is necessary in order to allow me to access qualified VRS interpreting personnel, thus ensuring language translation accuracy and ability to capture in appropriate visual format the vocal/speech nuances of the hearing party. It makes a HUGE difference. Using the traditional relay services, it creates frustrations for both sides because its time consuming. PLEASE adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS. Thank you.